CATASAUQUA AREA SCHOOL DISTRICT

<u>iPad Troubleshooting and Care Tips</u>

For more iPad Troubleshooting tips, please visit the district webpage at www.cattysd.org, Parents tab, COVID-19 Resources

<u>*Restarting the iPad resolves many issues.*</u> To Shut Down/Restart Your iPad- restart by holding down the on/off button for several seconds to power off

Passcodes are written on the card inserted in the iPad case. **Do not change the passcode under any circumstance.**

Connect iPad to home WiFi- Tap the Settings icon, Tap Wi-Fi, Confirm that Wi-Fi is set to On, Choose your network from the list provided, Enter your network's passcode if you're prompted and tap Join.

The Chrome browser is the preferred browser but there may be times when an online resource may not work with Chrome.

Please try the Safari browser when experiencing issues with Chrome.

iPad not charging- check the connection to iPad and outlet. If possible, use another Apple authorized charger.

iPad running slow- Double-tap the *Home* button and swipe up on each open app to close it.

iTunes and the App Store are not accessible on district iPads. To access District approved apps--click on the Self Service icon on the desktop.

Do Complete iOS updates as needed, current iOS is 14,7.1 (Settings- General- Software Update)

Avoid eating and/or drinking while using the iPad. CASD warranty will be voided if the iPad comes in contact with liquid may result in a replacement fee for the parent/guardian.

Simply wipe the iPad's screen with a soft, lint-free cloth to remove oil left by your hands. **Do Not** use window cleaners, household cleaners, compressed air, aerosol sprays, solvents, ammonia, abrasives, or cleaners containing hydrogen peroxide to clean the iPad.

Do Not set up Touch ID or Parental Controls. These features will cause issues with our iPad management system.

Do Not complete a factory reset iPad. If needed, please complete the IT Help form and a member from the technology department will be in contact with you.

*** For online resource user account information, please contact your child's teacher.

Tech Help Desk- after reviewing this document and still having issues, please complete the PARENT/STUDENT TECHNOLOGY WORK ORDER found on the district website under the Parents tab. This form will be monitored from 8-4:00 PM Monday through Friday. You will receive a response as soon as possible.

THE MISSION OF THE CATASAUQUA AREA SCHOOL DISTRICT, IN PARTNERSHIP WITH OUR COMMUNITY, IS TO ACHIEVE EDUCATIONAL EXCELLENCE AND PROMOTE LIFELONG LEARNING